



Health Management System (HMS) Meeting

Friday, November 8, 2013

Time: 11:00am - 1:00pm

Agenda

Welcome and Introductions

Ariel Morel, Program Manager
Melvin Hernandez, Quality Improvement Specialist

HMS SIG Conference Call Wrap Up

HMS Minutes

Review of October 8, 2013 Minutes

HMS Access – Reminder

1. Gain Access to Citrix/HMS: TO: DLHMSSupport@doh.state.fl.us and CC: HMSACCESSMD@hscmd.org
2. Remove Access to Citrix/HMS: TO: DLHMSSupport@doh.state.fl.us and CC: ADMIN@hscmd.org – within one (1) business day – as per contract
3. Change in Protocols when requesting New Passwords (Reminder)

Healthy Start Programmatic Updates/Changes

1. Announcement: HSCMD has moved!!! Phone and Fax Number remain the same.
**New Address: 7205 NW 19th Street, Suite 500
Miami, Florida 33126**
2. Request for Case Transfers (Reminder)
 - a. E-mail: casetransfer@hscmd.org
3. Utilizing HSCMD's website for all standing meetings

Quality Assurance & Improvement

a. *HMS & Reports*

1. Local Codes in HMS – Reminder to keep using as needed
2. Capturing Medicaid information in HMS

b. *Monthly & Quarterly Report*

1. Mailing of hardcopies of both Monthly and Quarterly Reports – Attention to QI/QA Team and **not** Manny Fermin

c. *Care Coordination*

1. Timeliness Report for September 2013
2. Utilizing MomCare Information Search Form (required for ALL Unable to Locate clients at IC and OC) – Updated form as of 9/26/2013
3. Healthy Families Documentation in HMS – Refer back to Coding Training Handouts
4. PC 22 – Care Plans must be opened; despite not being a formal “assigned” case towards Case Load
5. Referrals for wraparound services
6. Altering forms (forms should not be altered) – Unless approval given by Coalition
7. Screening Memo from FDOHMD Discrepancies
8. Returned correspondence (provide a copy to HSCMD)
9. Coding Tobacco/Alcohol Codes in HMS – when to code (Handout)

d. *Classes/Wraparound Services*

1. Babies R Us – feedback

VII. Trace Tickets

None

VIII. Other Items

- Open Discussion
 - FIMR CAG/BIHPI & CAT Meeting – Thursday, November 14, 2013 – 6:00 pm – 8:00 pm

Next HMS Meeting: Friday, December 13, 2013 at 11:00 a.m., *****New Address*****
Healthy Start Coalition of Miami-Dade, 7205 NW 19th Street, Suite 500, Miami, Florida 33126



Health Management System (HMS) Meeting
Friday, November 8, 2013
Time: 11:00am - 1:00pm
Minutes

Staff Completing Minutes: Melvin Hernandez, Quality Improvement & Assurance Specialist
Ariel Morel, Program Manager

Meeting Started at: 10:37am
Meeting Ended at: 1:08pm

HMS SIG Conference Call Wrap Up: There was a discussion in regards to the interpretation of the 72 hour deadline to enter services into HMS; Manny Fermin reiterated that as of November 11, 2013 the Healthy Start staff will have three (3) working days from date of service to enter documentation in HMS. Weekends and Holidays will be excluded. Healthy Start Contracted Providers (HSCP's) addressed the challenges with obtaining client Medicaid numbers. Manny advised that the Coalitions are in negotiations for obtaining a Medicaid Provider number even though we do not bill for services.

HMS Minutes- October 11, 2013 minutes approved by Margie Aragon (University of Miami NICU) seconded by Claudia Polastri (Borinquen Medical Centers)

HMS ACCESS – Ariel reminded the HSCP's of their contractual requirements and notifying the appropriate parties via e-mail when requesting the following:

- Access to Citrix/HMS: E-mail: DLHMSSupport@doh.state.fl.us and CC: HMSACCESSMD@hscmd.org
- Removing access to Citrix/HMS: E-mail: DLHMSSupport@doh.state.fl.us and CC: ADMIN@hscmd.org – within one (1) business day – as per contract as well as reassigning all the cases from the staff which will no longer have access to HMS to the Program Manager.
- Protocols when requesting New Passwords, Ariel reminded the HSCP's to include the staff's contact information in order for them to be contacted with their new login information.

Healthy Start Programmatic Updates/Changes

- Ariel advised the HSCP's to update all forms and correspondence with the HSCMD's new address
7205 NW 19th Street, Suite 500
Miami, Florida 33126
Phone and fax remain the same.
- Ariel once again informed the HSCP's that there should be communication between a provider requesting a case transfer and the provider receiving the case transfer prior to the e-mail request to casetransfer@hscmd.org this will minimize the long string of e-mails which cause unnecessary confusion. Multiple requests for transfers must be made utilizing separate e-mails. The provider making the request must contact Florida Department of Health in Miami-Dade County (FDOHMDC) within one (1) business day in order to provide the demographic information. The receiving provider must change the Care Plan to indicate their agency as the Provider. Again, each transfer must have its own e-mail request.
- HSCP's were reminded to utilize HSCMD's website for all standing meetings and trainings. Ariel pointed out that SIG Calls and HMS meetings are stand alone meetings and that the HSCP's must register for each separately. Any issues with the website or registration must be reported to HSCMD.

Quality Assurance & Improvement

HMS & Reports

- HSCP's were reminded to continue utilizing the Local codes in HMS as well as running and analyzing HMS reports. HSCMD's QI/QA team will be running these reports as well in order to analyze productivity.
- Ariel reminded the HSCP's to capture the Medicaid information in Insurance section (tab) of HMS. Michelle Robinson from CHI stated that she getting an error message when trying to enter an infant's Medicaid number when the mother's number is already in the system. She stated that she deleted the mother's number in order to enter the infant's. This should not be occurring, Ariel asked her to provide the infant's name in order to do some research. Margie Aragon asked if they should enter the mother's Medicaid number for if they were previous Healthy Start participants. It was decided that HSCP's should enter it in the insurance section of HMS and use the local code on the back end of the system.

Monthly & Quarterly Report

- HSCMD QI/QA team reminded HSCP's to send both the electronic copies to admin@hscmd.org and the hard copies to QI/QA team and not to Manny Fermin. Melvin also reminded staff to make front and back copies of each Record Review form instead of using staples for the two page form.



Care Coordination

- Ariel discussed the Timeliness Report for September 2013 and reminded the HSCP's that this data should be plugged into the Programmatic Reporting spreadsheet on a monthly basis since it will be part of the annual report.
- Utilizing HSCP's were advised that they should be utilizing the most updated MomCare Information Search Form dated 9/26/2013 (required for ALL Unable to Locate clients at IC and OC). If HSCMD receives outdated forms they will not be accepted. Margie Aragon requested clarification in regards to when the MomCare form should be completed. Ariel reiterated that the form must be completed before closing as unable to locate for any client which you have not been able to contact whether in IC or OC.
- HSCP's were advised to continue contacting Healthy Families in order to follow up with the referrals (if applicable) and to continue utilizing the Healthy Families Local Code in HMS to document. They were reminded to refer back to Coding Training Handouts for more information.
- Ariel clarified the HSCP's question regarding Care Plans for PC 22. Care Plans must be opened; despite not being a formally "assigned" case towards Case Load. HSCP's were reminded that they could keep a PC 26 client open for eight (8) weeks after the loss then close using the "Transition" code if the client will continue to be served under PC 22 (at which point a self referral and IC must be completed) or close accordingly with the appropriate code.
- Ariel advised the HSCP's that they should request assistance when making referrals for wraparound services to another HS provider. HSCMD looks at several factors when assisting with the referral such as staffing pattern and monthly quota.
- Ariel states that unless formal approval is given by HSCMD, forms should not be altered by the HSCP's.
- HSCP's were reminded that any discrepancies on the Screening Memo/Batch Sheet and/or assignment process from FDOHMD must be reported via e-mail to HSCMD. Karen Weller (FDOHMDC) asked the HSCP's to contact Rachelle and copy her as well when needing assistance. HSCP's should not be directly contacting other FDOHMDC staff to report issues.
- Melvin advised the HSCP's to include copies of any returned correspondence with their monthly reports. DOB must be included with each copy as well.
- HSCP's were reminded that they are required to utilize the Tobacco/Alcohol Codes in HMS if they are identified on the participant's screen or referral. These are coded only once at the time of contact or case closure.

Classes/Wraparound Services

- Heather Baker provided feedback on Babies R Us attending their baby shower and raffling bibs. Margie Aragon requested more coupons. HSCMD to follow up.

Trace Tickets

None

Open Discussion

- Staff were reminded to offer all Healthy Start services when completing an Initial Contact and documenting if the participant accepts the services or not. It was made clear that a case can be closed and still receive wraparound services which includes Psychosocial Counseling regardless of level.
- Natalia Coletti reminded the HSCP's to register for the annual meeting via HSCMD's website as well as submitting a Travel Request form for all staff attending (staff on the contract).
- Natalia Coletti advised the HSCP's that we have been granted access to Department of Health's TRAIN online training system and that there would be more details soon in regards to creating profiles in order to gain access.
- Yoga mats and slightly used binders were distributed to the HSCP's.